DOE Online Learning Center

284 Available Courses

Curriculum/ Series	Course Number	Course Title

Communication Curriculum

Interpersonal Communication Skills
Communicate to Develop Relationships
Communicating to Increase Understanding
Listening, Influencing & Handling Tough Situations
Communicating Better with Your Team

Mastering Interpersonal Communication
Dynamics of Interpersonal Communication
Communication Tools
The Many Faces of Communication
The Interpersonal Side of Conflict
Interpersonal Business Savvy

Personal Effectiveness
Interaction Skills for Success
Building Trust

Emotional Intelligence in the Workplace
What is Emotional Intelligence?
Emotional Intelligence at Work
Teamwork and Emotional Intelligence

Business Grammar Essentials
Foundations of Grammar
Sentence Construction

High Impact Business Writing
Preparing to Write Effectively to Your Audience
Writing Concisely and Accurately
Writing Effective Business Documents

Writing to Maximize Business Results
Exploring the New Basics of Business Writing
Writing High-impact Reports and Proposals
Producing Letters That Drive Your Business
Using Good Letters to Deliver Bad News
Acquiring the Art of In-house Communications

Powerful Presentation Skills
Planning Your Presentation
Delivering Your Presentation
Presenting with Confidence and Impact

Professional Telephone Skills
Handle Calls with Confidence and Professionalism
Turn Difficult Callers into Delighted Customers
Managing Telephone Technology

International Business Skills - Culture, Customs and Norms
Managing Cultural Divides
Around the World in 80 Cultures
America's Neighbors: Beyond U.S. Borders
Over There: Conducting Business with Europeans
Crossing the Dateline: Japan, China, India
A Rich Tapestry of Cultural Contrasts

Customer Service Curriculum

Frontline Call Center Skills

The Call Center Industry

Call Center Communication Skills

Call Center Customer Service

How to Excel at Customer Service

Building the Service Foundation: Corporate Culture

Fundamentals of Exceptional Customer Service

The Voice of the Customer

Advancing Your Service Expertise

Customers, Conflict and Confrontation

Overcoming Challenging Service Situations

Instilling Service Excellence: the EXCEL Acronym

Service Stars and Service Teams

Managing a Customer Service-Oriented Culture

Establishing Your Team's Desired Performance

Coaching in a Service Oriented Culture

Exceeding Customer Expectations

Customer Service Strategy

Improving the Process of Service Delivery

Navigating the Change Process Successfully

e-Business

e-Business Foundations

e-Business 101

Approaches to e-Business

e-Learning

e-Learning Foundations

SkillSoft Guided Tour

Getting the Most Out of e-Learning

Finance Curriculum

Business Finance for Managers

Introduction to Finance

Making Budgets Work

Cash Management

Financial Statements and Analysis

Sources of Funding

The Manager's Performance Guide - Business Finance

Reading and Analyzing Financial Statements

Understanding Financial Statements

Reading the Income Statement and Balance Sheet

Reading the Cash Flow Statement

Analyzing Financial Statements

Analyzing Beyond the Numbers

Using Financial Statements

Ratio Analysis for Financial Statements

Practical Budgeting for Managers

The Basics of Budgeting

Building an Operating Budget

Capital Budgeting

Managing Budgets Effectively

Advanced Business Finance

Corporate Restructuring

Human Resources Curriculum

Human Resources Management Essentials

Human Resources Planning and Analysis

Getting the Workforce Your Company Needs

Workforce Compensation

The Climate for Performance

How to Interview and Hire the Right People

The Pre-interview Process

Conducting Effective Interviews

Critical Parameters for Evaluating Candidates

Sexual Harassment Awareness

What Is Sexual Harassment?

Quid Pro Quo Harassment

Hostile Work Environment Harassment

Managing Sexual Harassment Responsibly and Legally

The Employer's Liability and Responsibilities

Getting Through the Legal Process

Avoiding Harassment Claims: Policies & Procedures

Managing Diversity and Inclusiveness

Workplace Diversity

Culture and Behavior

Organizational Inclusion

Corporate Culture and Diversity

Management Skills for the Diverse Work Force

Communication and Diversity Adoption

Hostility and Aggression in the Workplace

Workplace Aggression: The Scope of the Problem

The Three Stages of Aggressive Behavior

Potential Powder Kegs: Identifying & Defusing Them

How to Make Your Company Safer

Keeping Your Company out of Legal Trouble

Managing a Violent Crisis

Knowledge Management

The 21st Century Learning Curve

Knowledge as Strategy: Performance Improvement

The Power of the Learning Organization

The Potential of Self-directed Learning

Implementing and Evaluating Self-directed Learning

Performance Support

Benchmarking for Best Practices

Achieving Measurable Performance Impact from Training

Training for Business Results

Leadership Curriculum

Going from Management to Leadership

The Mark of a Leader

Communicating a Shared Vision

The Enabling Leader

Removing Performance Barriers

Communicating as a Leader

Coaching for Performance

Leading through Change

The Leader as a Model

Leadership in Senior Management

Senior Leadership Principles

Senior Leadership in Action

Management Curriculum

Succeeding as a First-Time Manager

Prepare for Your New Management Role

Lead and Develop Your Staff

Communication Skills and Positive Attitude

Essential Skills For Tomorrow's Managers

Competencies for Tomorrow's Managers

Development Tools for Tomorrow's Managers

The Manager as Coach and Counselor

The Manager as Project Champion

A Manager's Primer for Ensuring Accountability

Continuous Learning for Tomorrow's Managers

How to Discipline Employees & Correct Performance Problems

Understand and Confront Performance Problems

Setting and Clarifying Standards

Motivate and Recognize Employees

Using Formal Discipline Measures

Management Excellence: Performance-Based Appraisals

Effective Management: Performance-based Appraisal

Designing Successful Performance-based Appraisals

Implementing Performance-based Appraisals

Performance-based Appraisal: An Employee View

Appraising the Performance-oriented Team

Dealing with Conflict and Confrontation

Understanding Conflict

Contentious Tactics and Conflict Escalation

Resolving Conflict through Problem Solving

The Successful Facilitator

The Role of the Facilitator

Facilitative Fundamentals: Techniques and Tools

Facilitating Work Groups and Meetings

Facilitating Challenging Situations

Facilitative Formats and Tools: Offering Options

The Facilitative Leader

The Consummate Coach

Coaching Changes Managerial Malpractice's

Foundations of Coaching

The Coach's Roles

Coaching and the People Issues

Coaching Excellence Changes Performance

Managers Performance Guide for Coaching Skills

How to Overcome Negativity in the Workplace

The Path from Pessimism to Optimism

Proactive Approaches to Stop Negativity

Overcoming Organizational Negativity

Making Change Work

Building a Case for Change

Guide Yourself Through Change

Manage Organizational Change Processes

Negotiation Strategies for Managers

Successful Management Negotiation

Advanced Management Negotiations

Marketing Curriculum

Strategic Marketing in Action

Elements of Marketing Strategy

Analyzing the Market

Competitive Factors in Strategic Marketing

Writing a Marketing Plan: Phase 1

Writing the Marketing Plan: Creative Strategy

Creating a Marketing Campaign

Marketing Management

Financial Analysis for Successful Marketing

Operations Curriculum

OSHA Standards for General Industry

OSHA Standards and Compliance

OSHA Record Keeping and Training

OSHA General Industry Safety

OSHA General Industry Health

Logistics Management

Overview of Logistics Management

Inventory Management

Logistics Information Systems

Personal Development Curriculum

Taking Control of Your Workday

Analyze Your Use of Time

Set Goals and Prioritize Your Use of Time

Major Time Management Challenges

Overcoming Overload – Managing Memory and Time

Time as a Resource

Eliminate the Time-Wasters

Organize to Remember

Achieving Balance in Your Professional and Personal Life

Discovering Balance

Setting a Course

Managing Time

Coping with Stress

Committing to Self

Keeping Your Balance

Creativity and Innovation

The Creative Process at Work

Brainstorming and Promoting Creative Thinking

Problem Solving and Decision Making

Problem Solving: Foundations

Problem Solving for Common Business Challenges

Decision-making Fundamentals

Working Without A Net: The Business of Risk

Risk Basics

Approaches to Risk Analysis

Project Management Curriculum

Project Management for Non-Project Management Professionals

Defining Projects

Essential Project Management Tools

Computer-assisted Project Planning

Building the Project Team

Leading the Successful Project Team

Completing the Project

Professional Project Management Fundamentals (PMBOK-aligned)

Project Management Context and Processes

Project Integration, Scope, and Time Management

Project Cost and Quality Management

Project Human Resources and Communications

Project Risk and Procurement Management

The Manager's Performance Guide

Advanced Project Scope, Time and Cost Management

Managing Project Scope

Project Constraints and Risks

Project Time Management

Project Cost Accounting

Advanced Risk Assessment for Project Management (PMBOK-aligned)

Project Plan Development

Project Plan Execution and Overall Change Control

Project Scope Management (PMBOK-aligned)

Project Scope Management: Initiation and Planning

Project Scope Management: Defining Scope

Project Scope Management: Controlling Change

Sales Curriculum

Sales: A Focus on Solutions

Moving from Product Selling to Solution Selling

Power Prospecting

Finding the Pain You Can Cure

Influencing Your Customer's Decision

Presenting Your Solution

Building Relationships for Continuing Success

Strategic Planning Curriculum

How to Write a Business Case

Fundamental Components of a Business Case

Developing Target Market Strategy

Understanding Positioning

The Marketing and Sales Plan

Pricing for Profitability

Presenting Your Case

Strategic Management Essentials

Strategic Management - Planning

Strategic Management - Analysis and Choice

Strategic Management - Corporate Implementation

Technology Forecasting

Technology Forecasting

Global Business Management

Business Management and Strategy

Technology Management and Strategy

Value-Chain Analysis to Create Competitive Advantage

Value Chain: Structure and Analysis

Cost Advantage via Value Chain Analysis

Differentiation Advantage via Value Chain Analysis

Focus Advantage via Value Chain Analysis

Competitive Intelligence

Competitive Intelligence: Planning and Direction

Competitive Intelligence: Information Gathering

Competitive Intelligence: Analysis & Dissemination

Team Building Curriculum

Highly Successful Work Teams

Establishing a Shared Purpose
Forging Shared Team Operational Values
Clarifying Team Roles and Procedures
Conducting Effective Team Meetings
Making Effective Team Decisions
Confronting and Resolving Conflict
Conducting Self-assessments
Seeking Organizational Integration
Sharing Rewards and Celebrating

How to Lead a Team

Foundations for Building Effective Teams
Team Facilitation and Decision-Making
Dealing with Team Conflict
Team Leadership

How to Make Cross-Functional Teams Work

Determine Need and Select the Project Manager
Select, Evaluate, and Fund Cross-functional Teams
Developing the Cross-functional Team
Achieving Results as a Cross-functional Team

Cultivating a High-performance Project Team

Building a High-performance Team

Participating Effectively in Teams *(6 courses)*

The Self-directed Project Team Member
Project Team Communication Skills
Team-building Is an Inside Job
Trouble-shooting for Project Teams
The Project Team Star Player

Making Teams Work: Capitalizing on Conflict

Team Conflict: The Seeds of Dissent
Analyzing Workplace War Zones
Getting Past Clashes: Valuing Team Diversity
Conquering Conflict through Communication
The Path to Peace and Harmony
The Manager's Performance Guide

Managing and Leading the Virtual Team

Virtual Team Basics
Virtual Team Communication
Collaboration in Virtual Teams
Virtual Project Management
Virtual Team Leadership
Learning Organizations and the Virtual Team

ADDITIONAL COURSES - AVAILABLE BUT NOT SUPPORTED FOR FURTHER MAINTENANCE

Practical Coaching Skills for Managers

Implementing the Coaching Model
Tips and Techniques for Effective Coaching

4-Dimensional Leadership

The Four Dimensions of Complete Leadership
Putting Four-Dimensional Leadership into Action

Finance for Non-financial Professionals

The Language of Accounting and Finance
Using Financial Statements in Business Decisions
Budgeting Fundamentals